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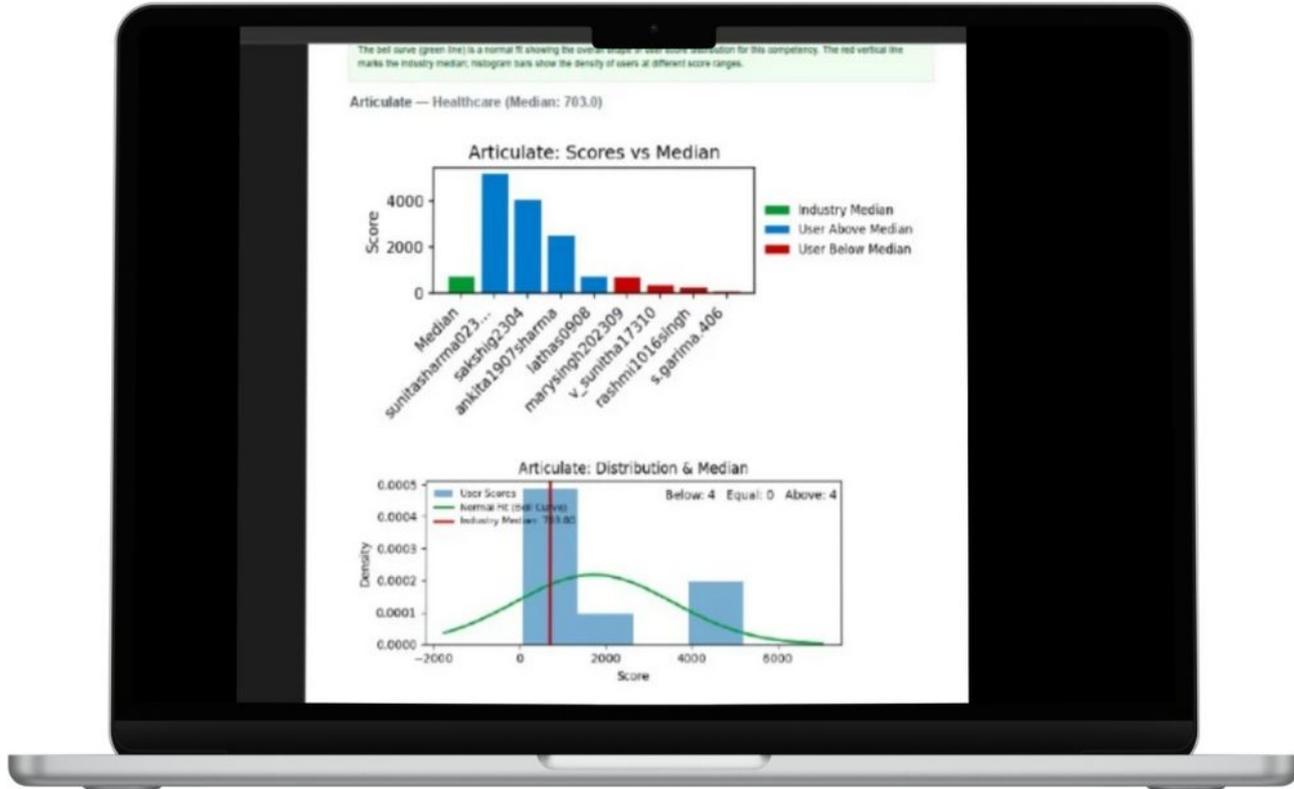
Case Study - Developing custom Training Roadmap for top performers

Client: A leading hospital chain with hospital in Gurgaon & New Delhi

Ask:

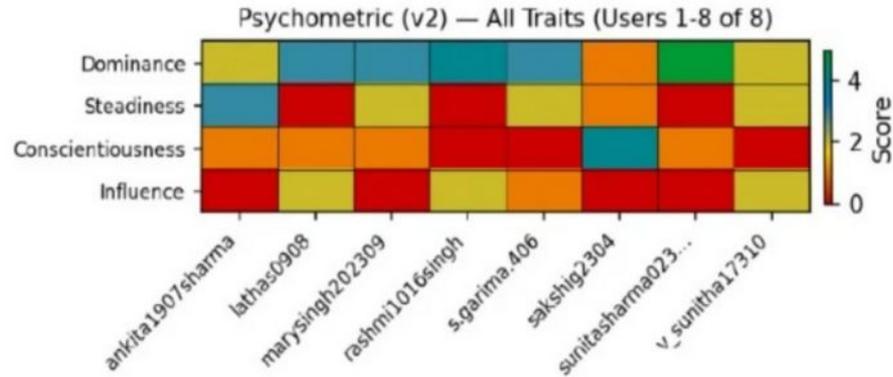
1. Healthcare staff was unable to reach upto the customer expectations and address customer concerns & queries
2. Leading to low morale & attrition
3. Identify causes and improvement areas for each member of the staff to enhance their customer service skills
4. Evaluate and ensure the suggested improvements have been inculcated by the healthcare professionals.





Competency Deep dive of the organisation - indicating where do individuals stand vis-a-vis industry benchmarks

Psychometric Results — Visualized & Interpreted

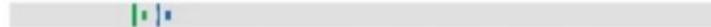


Psychometric Deep Dive Heat map indicating strengths & weaknesses of individuals

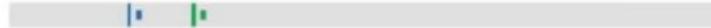
How to read: The grey bar is a 0–100% scale for this comparison. The blue pin marks the Industry Median; the green pin marks the User's last score. If your green pin sits left of blue, that's a coaching opportunity, if right, it's a strength to leverage.



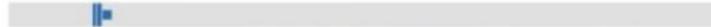
Active Listening — You: 420.0 | Industry Median: 499.0 (Δ -79.0) *Below median*



Product Knowledge — You: 621.0 | Industry Median: 400.0 (Δ 221.0) *Above median*



Big Picture Orientation — You: 288.0 | Industry Median: 288.0 (Δ 0.0) *Above median*



Influencing & Persuasion skills — You: 621.0 | Industry Median: 1604.5 (Δ -983.5) *Below median*



Managing tough situations — You: 556.0 | Industry Median: 1084.0 (Δ -529.0) *Below median*



Assertiveness under pressure — You: 1552.0 | Industry Median: 1983.0 (Δ -431.0) *Below median*



Activate Window
Go to Settings to act

Detailed Performance Reports of each individual were also provided



Justified each intervention based on the progress of each individual based on the progress on each aspect required to succeed at their job

Result

- **Led to 70% improvement in employee retention**
- **Rs. 2.5 lakhs saved** over a 3 month period - as much more focused interventions were planned and executed. As well as reduced attrition
- Additionally areas of continuous improvement also identified and highlighted
- Subjectivity & favouritism ruled out. Absolutely objective assessment



Thank You.

For a demo, reach out to

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